

# Job Description

Job title:	Technology Operations Engineer
Reports to:	Technology Operations Manager
Responsible for:	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

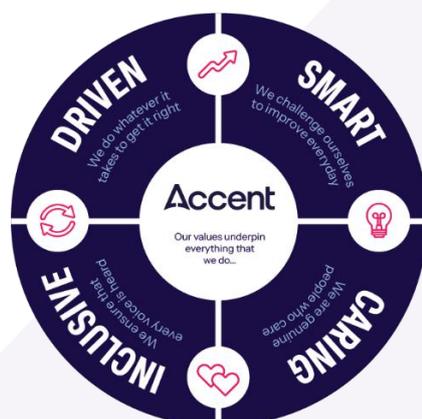
As a Technology Operations Engineer you will be responsible for ensuring that all technology services in use with Accents are Available, secure and performing optimally. Technology services include, LAN and WAN & network, end user computing, server, data storage, switching and security.

Continuously monitoring, you will ensure technologies are maintained, patched and operating to suppliers specifications. You will ensure that all integrations are in place and that Accent is appropriately supported by its systems.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers.



## Key Responsibilities and Duties

- Maintain and optimise on-premise and cloud infrastructure (Azure).
- Ensure high availability and performance of core technology services including LAN, WAN, network devices, end-user hardware, databases, and storage systems
- Configure, monitor, and troubleshoot switches, firewalls, and routing equipment
- Implement network security best practices and maintain compliance with organisational standards
- Respond to incidents promptly, performing root cause analysis and implementing permanent fixes, taking the lead for more complex issues within the Data Centre (Hosting) Infrastructure, network infrastructure, End User Computing, SaaS, PaaS, and IaaS Services, and cyber security services
- Manage Azure resources including virtual machines, storage, networking, and identity services
- Support migration and integration of workloads into cloud environments
- Proactively monitor systems and services to identify and resolve performance issues by using automation and monitoring tools to improve operational efficiency
- Apply patches, firmware updates, and configuration changes to maintain security and stability with minimal disruption to services
- Apply best practice release and change management processes that protect any changes to the Live IT estate.
- Provide technical guidance to end-users and other IT staff
- Conduct User Administration and Access Management provisioning and controlling users' access on Desktop Services and Core Business Applications.
- Support the collation and reporting of IT Services Management Information and Key Performance Indicators
- Robust, efficient IT Infrastructure where all systems and services meet agreed availability and performance targets
- Provide a secure and compliant environment where network and infrastructure adhere to best practice security standards
- Establish, achieve and maintain Service Standards for Incident Management, and Problem Management with the Data Centre.
- Reduced downtime and improved Mean Time to Resolution (MTTR) through proactive monitoring and automation.
- Continuously improve the operation of the on premise and cloud technologies and architecture.
- Programmes and Projects delivered to time, budget and quality requirements
- End-user technology performs optimally, enabling productivity and a positive user experience

## The must haves:

- Proven knowledge in server, data storage, network and security services and technologies
- Strong experience managing on-premise servers, storage systems, and virtualisation platforms.
- Hands-on experience with Microsoft Azure
- Proficiency in LAN/WAN technologies, switches, firewalls, routing protocols, and network security
- Ability to use monitoring tools for proactive issue resolution.
- Skilled in troubleshooting complex technical issues and performing root cause analysis.

## The added extras:

- ITIL Version 4 Foundation Certificate
- Understanding of cybersecurity principles and best practices for infrastructure and network.
- Knowledge of PowerShell or Python for automation and configuration management
- Exposure to CI/CD pipelines and infrastructure-as-code tools
- Experience with VMware, Hyper-V, and container technologies (Docker/Kubernetes).
- Knowledge of backup strategies and failover planning
- Customer Service Training
- Good oral and written communication skills

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.